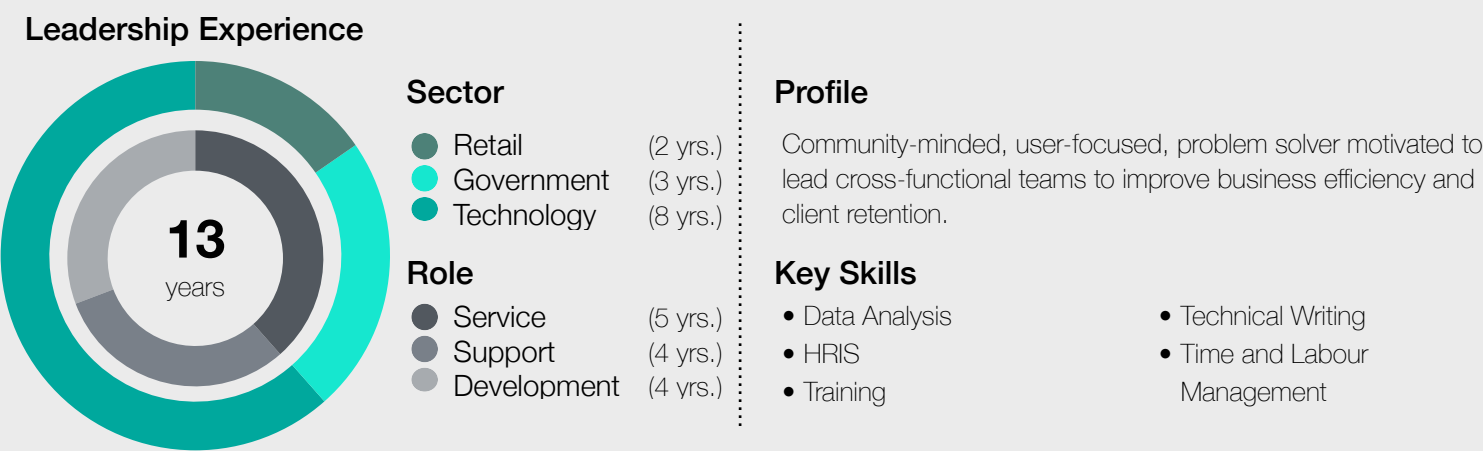


# Kaleb Haugen



## Education & Certification

BACHELOR OF AERONAUTICAL SCIENCES — UNIVERSITY OF NORTH DAKOTA — 2005

CERTIFIED EMERGENCY MANAGER: PLANNING AND MANAGEMENT — WISCONSIN EMERGENCY MANAGEMENT — 2013

CERTIFIED SCRUM PRODUCT OWNER — SCRUM ALLIANCE — 2022 (EXPIRED)

## Related Experience

MANAGER, PRODUCT OPERATIONS; INSPERITY — MADISON, WI — 2021-PRESENT

- Built and led a small team of highly motivated Product Managers focused on empowering product and feature teams with actionable insights based on user behaviour and sentiment.
- Developed context strategy for AI RAG design, including source material determination, ground-truth definition, and discovery of work rules for query routing purposes, to inform the development of a multi-persona HR-focused AI tool.
- Collaborated with Product Owners to develop release strategies with measurable adoption and satisfaction metrics, ensuring efficient task completion and enhanced user experience, and also conducted unmoderated user tests to further inform design decisions.
- Championed data-driven product decisions by modernizing privacy-focused user analytics, and refined user sentiment analysis through standardized NPS and tNPS surveys, as well as user-initiated feedback collection.
- Led content migration efforts for WorkDay implementation, ensuring scalable parallel content management across multiple platforms, and designed and delivered A/B UX experiments to inform design iteration and improve application UI and UX.

MANAGER, TECHNICAL SUPPORT; INSPERITY — MADISON, WI — 2019-2021

- Led the Tier 3 technical support team in client-facing support with a focus on both supporting system functionality and compliant calculation for time and payroll.
- Developed mentorship and specialization program for support specialists to up-skill in time and payroll compliance; ad hoc reporting and data diagnostics using MS SQL; implementing and managing data imports BCP, SSIS, PowerShell, Batch Script, and other proprietary tools.
- Established close working relationships with the Time and Payroll Product teams to prioritize work based on client and user feedback for greatest impact with a focus on overall client satisfaction and service provider efficiency.
- Developed configuration compliance audit process for two major clients, later transforming it into an automated client agnostic process in partnership with our Business Intelligence and Time & Payroll Product teams.
- Routinely compiled operations data critical to understanding impact of legislative mandates and technical issues across our client base of to inform both service and product decisions.

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## Related Experience (continued)

### SUPERVISOR, TECHNICAL SUPPORT; INSPIRITY — MADISON, WI — 2017-2019

- Identified and implemented measurable individual performance metrics based on combined historical data from Time and Attendance, NetSuite, and service quality audits
- Defined and documented best practice for product configuration to meet compliance requirements in areas such as: state-specific premium time, salary non-exempt calculations, and premium calculation for single workers employed by multiple related companies in partnership with the Payroll COE.
- Developed support documentation targeting standardized configuration and common language to better facilitate communication and expectation setting between service providers and development teams.

### SERVICE CENTRE LEAD, FIELD SERVICES; STATE OF WISCONSIN — MADISON, WI — 2010-2013

- Adjudicated administrative probable cause and consent hearings subsequent to arrest for operating while intoxicated.
- Conducted driver skills examinations for new drivers, as well as those referred for medical or behavioural reasons.
- Served as lead examiner for multiple service centres, evaluating junior examiners adherence to policy and consistency in application of judgement across the team.
- Trained staff on detection of forged or altered passports, visas, birth certificates, and other identification documents.
- Identified and referred identity theft and fraud for prosecution; testified as complaining witness.

### PROGRAM LEAD, DRIVER SERVICES; STATE OF WISCONSIN — MADISON, WI — 2010-2013

- Served as key stakeholder and subject matter expert for software product changes impacting driver licensing field staff.
- Consulted software development and fraud prevention teams on closing system gaps which had permitted circumvention of statutory requirements for issuance of identification and driver licensure.
- Advised the division legislative liaison on impacts to field and central office staff of proposed legislation, and assisted in drafting template legislation related to division initiatives.
- Created and implemented attendance tracking policy to comply with union contracts across three bargaining units, while ensuring mandated minimum staffing.
- Adjudicated administrative probable cause and consent hearings subsequent to arrest for operating while intoxicated.

## Technical Skills

# Microsoft Office	# NetSuite	# Scrum
# Microsoft SQL	# CSS	# Pendo
# Google Analytics	# HTML	# Figma
# Salesforce	# JavaScript	# Postman